



## Web Browser Requirements and Access Instructions

(Revised 11/15/07)

e-QIP *is not* compatible with Apple or MAC computers

Applicants and Agency Users must use one of the following Web Browsers to properly navigate through e-QIP. e-QIP *is* compatible with Microsoft's Internet Explorer, Netscape Navigator, and Mozilla Firefox. The following special setting for these internet browsers must be enabled:

1. **Microsoft Internet Explorer.** Must be version 5.5 or later, with Service Pack 2.

**Internet Options for Microsoft Internet Explorer should be set as follows:**

- Enable JavaScript
- Enable Cookies
- Enable Scripting
- Enable TLS 1.0 (this options is disabled by default)

**To enable TLS 1.0 in Microsoft Internet Explorer, on the top menu:**

- Select **TOOLS**
- Select **INTERNET OPTIONS**
- Select the tab labeled **ADVANCED**
- Scroll down to the section labeled **SECURITY**
- Check the box to enable TLS 1.0
- Click the **OK** button to save

If using **AOL**, open a separate window in your Internet Explorer (outside AOL) and enable TLS 1.0 following the instructions above

If using **JAWS** screen-reading software, please note that JAWS requires the use of Internet Explorer, version 5.5 or newer.

2. **Mozilla Firefox:** Must be version 1.0 or newer.

**To verify security settings are defaulted to the proper values:**

- Select "Edit"
- Select "Preferences"
- Select "Privacy and Security"
- Select "SSL"
- Under SSL Protocol Versions, enable "SSL Version 2," "SSL Version 3," and "TLS"

Mozilla Firefox users must also ensure that cookies are enabled. To do so, go to your browser's toolbar and verify in the following order:

- Select "Edit"
- Select "Preferences"
- Select "Privacy and Security"
- Select "Cookies"
- Ensure that either "Enable cookies for the originating website only" or "Enable all cookies" is checked. (e-QIP uses one session cookie only.)

3. **Netscape Navigator:** Must be version 6.1 or newer.

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## Accessing e-QIP

Now that you've properly configured your computer, you will need to access the OPM e-QIP website.

1. Start your internet browser and enter the following URL website address:

[www.opm.gov/e-qip/](http://www.opm.gov/e-qip/)

2. The e-QIP gateway page will appear. Scroll down and click the link labeled **"e-QIP APPLICANT SITE."**

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### e - QIP Gateway

#### Electronic Questionnaires for Investigations Processing

- ↳ [Main](#)
- ↳ [e-QIP Applicant Site](#)
- ↳ [Frequently Asked Questions](#)
- ↳ [Quick Reference Guide for the Applicant](#)
- ↳ [Need Help?](#)

Welcome! This is your first stop in the process of completing your security questionnaire and beginning your background investigation. This page provides information about the type of internet connection you need to use e-QIP, diagnostic tools for your computer, and other help topics. Please choose one of the options listed below. Thank you for visiting e-QIP!

[Enter e-QIP Applicant Site](#)

*Please note: Applicants can only access the e-QIP system if they have been invited to do so by an appropriate official at their sponsoring agency. Individuals cannot pre-apply for a security clearance, nor update their security questionnaire unless granted access by an appropriate agency official.*

**Resources for e-QIP Applicants**

- [Quick Reference Guide for e-QIP Applicants](#)
- [Frequently Asked Questions](#)
- [e-QIP Brochure for Applicants \(Version 1.07\)](#)

3. A “browser checker” utility will automatically run and test your computer for e-QIP compatibility. Click the “**CONTINUE**” button to proceed to the application. (If after doing so you receive the error message “Page Cannot Be Displayed.” Please ensure that you have properly configured your computer and that you have enabled TLS 1.0).
4. A Security Alert box may appear, asking “Do you want to proceed?’ If it does, click the “**YES**” button with the mouse to continue.

The e-QIP Welcome Screen will then be presented. For questions on navigating within e-QIP or responses to background investigation questions, please refer to the e-QIP and SF-85 FAQ documents.